

Notice of Data Security Incident

Fedcap Rehabilitation Services, Inc. (“Fedcap”) is a nonprofit organization that provides vocational training and employment resources to those who face barriers to employment, and maintains information related to those services. This notice describes an incident that occurred that may have involved information related to some current or former Fedcap clients, measures Fedcap has taken, and some steps that can be taken in response.

On May 28, 2019, Fedcap concluded its investigation and analysis of an incident related to wire transfer fraud via access to employee email accounts. Upon learning of the suspected wire fraud, Fedcap launched an investigation with the assistance of a leading cybersecurity firm. The investigation determined that an unauthorized party had accessed seven Fedcap employee email accounts between September 20, 2018 and January 27, 2019.

As part of its investigation, Fedcap undertook a comprehensive review of the emails and attachments in the employees’ email accounts and determined that they may have contained information pertaining to some of its current and former clients, including client names, dates of birth, Social security numbers, driver’s license numbers, passport numbers, bank account and routing numbers, payment card information, medical history, diagnoses, medication and medical treatment information, dates of medical treatment, healthcare provider names, and health insurance member and group numbers. To date, Fedcap has no evidence that any information has been misused.

Fedcap began notifying the potentially affected individuals on August 29, 2019, and Fedcap has established a dedicated call center to answer any questions. Fedcap is offering individuals whose Social Security or driver’s license numbers were potentially involved complimentary credit monitoring and identity theft protection services through Experian®.

Fedcap regrets any inconvenience or concern this may cause. Fedcap has taken steps to help prevent a similar incident from occurring in the future, including the implementation of multi-factor authentication for email, as well as additional procedures to further expand and strengthen its security processes.

Fedcap encourages individuals to review their financial account statements, explanations of benefits, and insurance statements for unauthorized activity. If you believe you may be affected by this incident but did not receive a letter by September 9, 2019, or have any questions, please call 844-535-5016, Monday through Friday, 8:00 am to 5:00 pm, Eastern Time.